



City of Los Angeles

City Council Emergency Preparedness Handbook

2017





The Emergency Management Department (EMD), established by a City Ordinance in 2000, leads the City of Los Angeles in comprehensive emergency management including planning for, response to, recovery from natural, human-caused, and accidental incidents of high consequence.

Through innovative and effective coordination, management and leadership, EMD optimizes the City's capability to preserve life, stabilize and resolve incidents, limit loss, conserve property, and ensure continuity of operations and government. EMD ensures that all of Los Angeles is prepared, on behalf of the Mayor, City Council and the Emergency Operations Board (EOB), on all matters of citywide emergency planning, training, mitigation, recovery, and Emergency Operations Center (EOC) readiness. EMD also works with numerous municipalities, state and federal agencies, and the private sector. It is involved with a number of outreach, educational, and community preparedness activities that make readiness a priority on policy and practice.

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INTRODUCTION

Understanding and preparing for the threats facing the City of Los Angeles is a shared responsibility. This handbook will address the steps to take to make the City a safer place and help council staff understand the following:

- To show the importance of the City Council maintaining continuity of government as a Council Office and a legislative body, during times of disaster, by developing and implementing Council Office emergency plans and procedures;
- To provide general background information regarding the role of the City and its departments during emergencies; and,
- To recommend, as a matter of Council Office policy, the role of each member of the City Council's staff during emergencies.

Emergency Preparedness for the City of Los Angeles

The City Charter, effective July 2000, charges the Mayor with the responsibility for supervising the City's emergency preparedness through direct oversight of the City's Emergency Operations Board (EOB) and the Emergency Management Department (EMD). The 15 EOB members are the functional experts responsible to the Mayor for overseeing all aspects of City preparedness. As appropriate, the EOB advises and makes recommendations to the Mayor on policy issues.

The City of Los Angeles has over 60,000 full-time and part-time employees and more than 79 separate departments, bureaus, offices and commissions. Effective emergency response requires exhaustive Citywide and departmental planning, as well as adequate numbers of well-trained personnel.

Every General Manager is hereby directed to prepare, implement, and maintain a department emergency plan and be familiar with and have a working knowledge of the City of Los Angeles Emergency Operations Plan per Mayoral Executive Directive No. 15. (http://ens.lacity.org/mayor/villaraigosa/mayorvillaraigosa331283129_03172011.pdf)

Annually, General Managers submit a report to EMD outlining any plan changes and training activities which is then reported to the Mayor.

Operational Priorities

The City of Los Angeles has established the following operational priorities:

- Save lives and protect property
- Repair and restore essential systems and services
- Provide a basis for direction and control of emergency operations
- Provide for the protection, use and distribution of remaining resources
- Provide for continuity of government
- Coordinate operations with the emergency service organizations of other jurisdictions

MAYOR'S ROLE DURING EMERGENCIES

Local Emergencies

In the event of an incident of high consequence, all powers and duties conferred upon the EOB in the Los Angeles Administrative Code (LAAC) (Division 8, Chapter 3) will be exercised subject to the direction and approval of the Mayor.

The Mayor is authorized to proclaim the existence of a local emergency or disaster when:

- Any occurrence which by its magnitude is or is likely to become beyond the control of the normal services, personnel, equipment and facilities of the regularly constituted branches and departments of the City.
- At any time a disaster or local emergency is declared by the President of the United States or the Governor of California (LAAC Sections 8.22 and 8.27). See Attachment-C.

Note: *As used in these sections the term "Mayor" includes, in addition to the elected Mayor, the President of the City Council, the President ProTempore of the City Council, the Assistant President ProTempore of the City Council, in that order, and then the remaining members of the City Council in succession based upon seniority (LAAC Section 8.25).*

In the absence of the elected Mayor, staff from the Offices of the Mayor and EMD will brief and assist the acting Mayor, as appropriate.

The Mayor functions as the City's Commander in Chief, overseeing all aspects of the City's response operations. The EOB members function as the Mayor's Joint Chiefs of Staff. Whenever an incident threatens the City, the EOB will meet as necessary to recommend courses of action and supervise an effective and coordinated response.

Note: *"In the event of a major emergency which may result in the declaration of a local emergency, the EOB will be convened as rapidly as possible to coordinate the response and to establish a consensus on the best operational strategies to be utilized in controlling the disaster. Additional meetings of the EOB will be convened as necessary to provide policy level direction throughout the response and recovery phases of the disaster." City of Los Angeles Emergency Operations Master Plan, Section 3.5.2.*

The Mayor is authorized to issue and enforce any rules, regulations or orders considered necessary for the protection of life and property (e.g., curfews, curtailing the selling of dangerous products, commandeering personnel and property, etc.). See Attachment-D.

Any declaration of a local emergency is subject to ratification by the City Council within seven days from the date of the original declaration, and at least every 14 days thereafter unless the local emergency declaration is terminated sooner. EMD, on behalf of the Mayor, is responsible for preparing appropriate correspondence to the City Council regarding continuation or termination of the local emergency declaration.

Termination of Local Emergency - Council Approval

“The Mayor shall keep the Council fully advised as to the status of the emergency.” (LAAC Sec. 8.31)

If not otherwise terminated by the City Council, the Mayor can recommend that the Council terminate the local emergency at the earliest possible date that conditions warrant. Immediate termination of the local emergency can be implemented through an emergency order. EMD, in consultation with the City Attorney, will prepare the appropriate orders and/or reports.

ROLE OF THE CITY COUNCIL OFFICE & PUBLIC SAFETY EMERGENCY COORDINATOR

It is recommended that City Council Members and their personnel perform the following functions during an emergency.

1. Continuity of Government
2. Continuity of Operations
3. District Field Office Operations
4. Recovery Planning
5. Liaison with their representative in the Office of the Chief Legislative Analyst.
6. NotifyLA

Continuity of Government

During incidents of high consequence, it is critical that the City resume and maintain continuity of government operations. Maintaining the ability of the City Council to continue operations as the City's legislature is essential for the City to efficiently and effectively recover after a disaster. Departmental plans for the City Clerk's Office address logistical issues associated with maintaining Council operations such as alternative meeting sites and related support services. Individual Council District Offices also need to address continuity of government in their written emergency plans, including emergency and after-hours telephone contact information.

Continuity of Operations

All City departments are required to develop written emergency plans to ensure continuity of operations during disasters. These plans focus on continuation of critical functions and services. It is also recommended that Council District Offices address the continuity of their operations in their written emergency plans, including identification of alternate work sites, procedures for communicating with district staff, written checklists of what to do when emergencies occur, order of succession, and development of emergency supply kits. See Attachment-I. Continuity of constituent services and public information during disasters should also be addressed in the District's plans.

District Field Office Operations

Alternate work sites can be identified in advance and procedures developed to relocate operations in the event a District Office is physically affected by a disaster. District Field Office staff also need specific checklists and contact information regarding what to do during disasters as well as emergency supplies. See Attachment-F.

Recovery Planning

The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. More realistically, recovery is the process of re-establishing a state of normalcy in the affected communities. Recovery planning should define priorities and mechanisms for continuing business within an area of authority. Recovery planning should also address processes to ensure Citywide recovery.

Liaison with the Office of the Chief Legislative Analyst

The Office of the Chief Legislative Analyst (CLA) serves as the Council's Liaison in the City's Emergency Operations Center (EOC). When the EOC is activated, one CLA staff member is assigned the role of providing all Council Offices with information on EOC operations, disaster intelligence and response activities. This CLA staff member can also assist with coordination of specific requests for assistance, services and missions from City Council Offices. Emergency contact telephone numbers are included in Attachment-G.

NotifyLA

NotifyLA is the City of Los Angeles's official mass notification system used to send voice, text, and email messages to the residents and businesses during times of emergencies and disasters. It is also set-up to notify emergency/disaster related information to the Office of the Chief Legislative Analyst, Council Members and their Chiefs of Staff. The CLA has set up an account to notify all council offices of emergency information.

NotifyLA can also be used as a staff call-out system for council offices individually. EMD encourages Council Offices to get set up a council office communications plan and make sure personnel are trained to use NotifyLA. Contact EMD if you would like to set up your internal council office NotifyLA program.

ROLE OF THE EMERGENCY MANAGEMENT DEPARTMENT

In addition to the specific responsibilities outlined below, EMD is the only department with full-time staff devoted to the coordination of emergency management planning, training, exercises, community preparedness, disaster response and recovery within the City of Los Angeles. EMD is also responsible for the operational readiness of the EOC.

In the event of a major incident, EMD is responsible for:

- Facilitate and manage activities related to the activation of the EOC.
- Provide staff to facilitate EOC operations.
- Provide situational awareness and EOC status to the Mayor's Office.
- Assist the Mayor and the City Attorney in determining a need for and in preparing a Declaration of Local Emergency. Ensure delivery of the signed original of Declaration of Emergency to the City Clerk, with copies to the Los Angeles County and the California Governor's Office of Emergency Services (Cal OES).
- Assist the Mayor and the City Attorney in determining a need for and in preparing Emergency Orders (e.g., curfew, restricted sales, etc.).
- Assist with the preparation of Council resolutions ratifying the existence of a local emergency within seven (7) days of signature, and every two weeks, continuing or terminating the local emergency.
- Coordinate with other City departments for emergency management.
- Act as the Liaison with the Los Angeles County Office of Emergency Management (OEM), Cal OES and the Federal Emergency Management Agency (FEMA).
- Coordinate post-disaster recovery issues to the Mayor and City Council;
- Coordinate convergent volunteers and donations management.
- Ensure public access to City services through the provision of up-to-date public information.
- Assist in coordinating the opening of Local Assistance Centers, Family Assistance Centers and Resettlement Processing Centers, as applicable.
- Provide training for City staff to manage and respond to emergencies.

CITY COUNCIL EMPLOYEE PREPAREDNESS

Disaster Service Worker Program

It is important for every City employee to recognize that he/she represent a valuable resource which may be needed for responding to a disaster as a City of Los Angeles employee. City of Los Angeles non-sworn employees are considered Disaster Service Workers per the State of California Disaster Service Worker (DSW) Program. Under the California Emergency Services Act, Government Code Section 3100-3109, City employees are expected to serve as a disaster service worker when called upon during natural or human-caused emergencies. The DSW responsibilities could include reporting to their workplace or another location to work in support of City operations. City employees will be assigned duties and roles that are within their scope of training, skill, and ability. More information on the DSW Program can be found at emergency.lacity.org/dsw or by contacting EMD.

During Normal Working Hours

City employees are required to remain at work to make themselves available for disaster relief operations. In the event of a disaster, the Council Member or the Chief of Staff may authorize the release of any council district City employee from work. If an emergency situation affects a staff member's home or immediate family, it is crucial to communicate this information immediately to the Council Member or Chief of Staff. Moreover, the direction to release all non-essential City employees during a disaster must come from the Mayor.

Outside Normal Working Hours

After ensuring that your family is safe, City employees with designated emergency roles will respond according to their department's established procedures. All other employees are expected to listen to local radio news broadcasts and/or call their department's designated emergency employee number and comply with any instructions given for City employees. It is important that each Council District City employees are familiar with their district's communication emergency plan. In general, City employees are expected to report to work at their normally scheduled time unless they are informed otherwise. Each employee should refer to their supervisor and department emergency plan for specific instructions.

Prepare Your Family!

Emergencies can happen anywhere-at home or at work- and everyone must take action to prepare for emergencies in case something unexpected happens. City employees are encouraged to prepare for emergencies by assembling emergency supplies and creating a detailed plan of action. Visit the EMD's website (emergency.lacity.org) to get more information on how to prepare you and your family. See Attachment-H and

Attachment-I for examples of Family Communication Plan & Emergency Supplies Checklist.

Reunification of Family During Disasters

When disasters strike, it can force families and friends to be separated from each other. Tracking and reunification is a key aspect of disaster management and recovery, but also one of the most challenging. Council Districts can refer their constituents to the following websites which may assist in reuniting them with their loved ones. These are suggestions only. Other resources may exist.

- *American Red Cross: Safe and Well*
 - Safe and Well is a web-based system that helps reunite friends and family displaced by a disaster. The Safe and Well is always available and can be used by the public for any disaster, large or small.
 - Link: <https://safeandwell.communityos.org>
- *Facebook: Safety Check*
 - Safety Check is a crisis response tool created by Facebook where Facebook users can mark themselves as “Safe” and help them connect with family and friends. This resource can only be use for Facebook account users.

Additional Information

Additional information can be found on the web at the following locations:

- Disaster Service Worker Information: www.emergency.lacity.org/dsw
- EMD’s Facebook Account: www.facebook.com/ReadyLA
- EMD’s Twitter Account: www.twitter.com/ReadyLA?
- NotifyLA: www.emergency.lacity.org/notifyla.com
- Emergency Preparedness Tips: www.emergency.lacity.org/get-prepared
- Emergency Management Website: www.emergency.lacity.org
- Reunification Systems: www.fema.gov/how-do-i-find-my-family

It’s Up to You to Be Ready for Disasters.

ATTACHMENT – A

EMERGENCY OPERATIONS CENTER (EOC)

The EOC is a centralized, multi-agency coordination facility for managing and supporting the City's overall response to and recovery from emergencies, disasters and significant planned events. The EOC manages information on events and incidents in order to provide Citywide situational awareness. It also coordinates available resources to support field response and manages emergency public information. When activated, EOC responders from multiple City departments and outside agencies respond according to pre-established plans.

The EOC has a wide array of communications and display capabilities to assist with coordinating the activities of City departments and providing liaison to other government agencies and the private sector.

EOC Activation

EMD manages and coordinates the EOC activation and notification process. City departments provide EMD with a list of EOC activation notification contacts. EMD utilizes an automated notification system to make phone calls, send emails and send text messages to these points of contact advising them of EOC activation and other response details. Departments then respond according to pre-established activation levels.

EOC Location

The City's primary EOC is located at 500 E. Temple Street, Los Angeles, CA 90012. If the City's primary EOC is inoperative, responders will be directed to an Alternate EOC.

EOC Leadership & Staffing

City EOC leadership and staffing levels vary depending on statutory responsibility and/or the primacy of missions of the incident/event. If the incident is of a law-enforcement nature (e.g., civil unrest, criminal acts, bomb threats, terrorist threats/acts, etc.) the EOC Director will be from the Los Angeles Police Department. The EOC Director for all fire and EMS incidents (e.g., fires, floods, earthquakes, hazardous materials incidents, train wrecks, aircraft accidents, etc.) will be from the Los Angeles Fire Department.

The EOC Director will determine the EOC Activation Level and demobilization.

ATTACHMENT – A

(Continued)

EOC operations are divided into five NIMS functional areas as noted below.

PRIMARY EOC FUNCTIONS	RESPONSIBILITIES
Management: EOC Director (Fire/Police/EMD Lead)	Responsible for overall emergency policy and coordination through joint efforts of governmental agencies and private organizations. Includes Liaison Officer and Public Information Officer.
Operations Section: Coordinator (Fire/Police Lead; EMD serves as Deputy)	Responsible for coordinating Citywide operations in support of the response to the emergency through implementation of the organizational level action plan.
Planning/Intelligence Section: Coordinator (EMD Lead; Fire/Police serves as Deputy)	Responsible for collecting, evaluating, and disseminating information; developing the organizational level action plan in coordination with the other functions.
Logistics Section: Coordinator (GSD Lead/ LAFD serves as Deputy)	Responsible for providing facilities, services, personnel, equipment and materials.
Finance/Administrative Section: Coordinator (CAO Lead)	Responsible for financial activities and administrative aspects not assigned to other functions.

ATTACHMENT - A

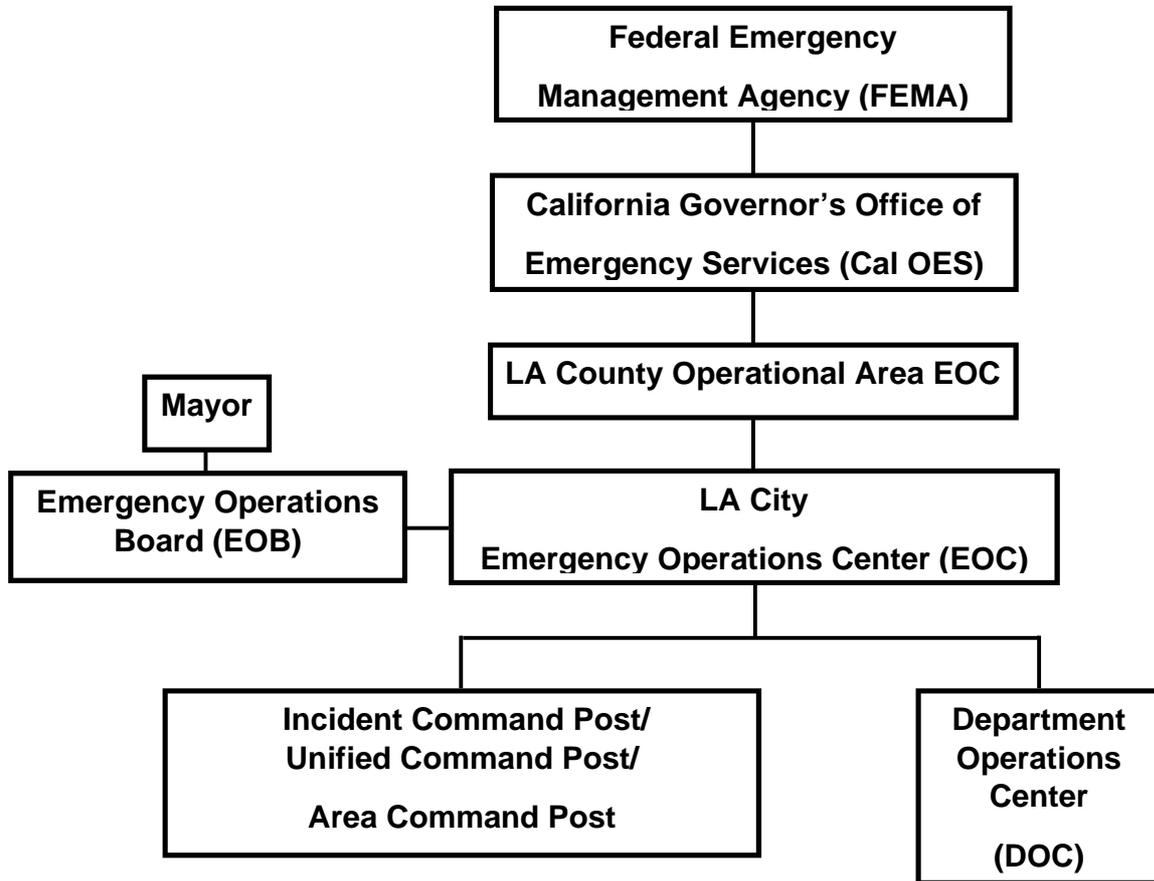
(Continued)

EOC Activation Guide/Levels

Incident/Event Examples	Risk	EOC Level	EOC Response Actions
<ul style="list-style-type: none"> • Severe weather • Minor localized incident/event, involving two or more City departments • Planned events 	LOW	Level I "CityWatch"	<ul style="list-style-type: none"> • Activate EMD Duty Officer and Duty Team staff • EMD communicates with departments via teleconferences, NotifyLA, & WebEOC system • EMD notifies Mayor & Council President • notifies EOB and LA County Operational Area as appropriate • EOC staffing can be increased or • Decreased as deemed appropriate by the EOC Director
<ul style="list-style-type: none"> • Moderate Earthquake affecting the City • Major fire/storm affecting the City • Two or more large incidents/events involving two or more City departments • Longer term incident/event-two or more shifts 	MED	Level II	<ul style="list-style-type: none"> • Activate Level II EOC organization staff positions. • EMD notifies Mayor & Council President • EMD notifies EOB and LA County Operational Area • EOC staffing can be increased or decreased as deemed appropriate by the EOC Director • Depending on the incident a CLA Liaison will report to the EOC.
<ul style="list-style-type: none"> • Major City or regional emergency • Three or more departments with heavy resource involvement • Mutual aid resources may not be available for 24 hours or more • Long duration, several days to weeks 	HIGH	Level III	<ul style="list-style-type: none"> • Activate Full EOC organization staff positions. • EMD notifies Mayor & Council President • EMD notifies EOB and LA County Operational Area • CLA Liaison will report to the EOC

ATTACHMENT – B

**CITY OF LOS ANGELES
RESPONSE OPERATIONS**



STEP 1. On proclamation of a local emergency the EOC and appropriate DOCs are activated. Departments and offices manage their respective resources and field operations through their DOCs. DOCs are connected to the City's EOC via a variety of communication methods.

STEP 2: DOCs pass situational awareness and resource status information to the EOC and coordinate their respective interdepartmental and interagency resource requests through the EOC.

STEP 3. If the City cannot fill the requested resource/need, the EOC will work with the Los Angeles County Operational Area through the County EOC to acquire the resource/need from a neighboring jurisdiction, the State of California or, if necessary, through FEMA.

ATTACHMENT - C

PROCLAMATION OF LOCAL EMERGENCY

By virtue of the authority vested in me as Mayor of the City of Los Angeles, pursuant to the provisions of the Los Angeles Administrative Code, Section 8.27, I hereby find that:

The City of Los Angeles continues to experience the wild fire that has burned in excess of 5,500 acres in the La Tuna Canyon area;

The wildfire has caused economic impacts in the region due to the closure of a major freeway for over twenty-four hours;

Hundreds of individuals have evacuated to nearby shelters for safety;

The impact to public safety resources and personnel of the City of Los Angeles continues to be extensive;

Three structures have been lost and there is a continued threat of significant damage to property in the City of Los Angeles including homes in the La Tuna Canyon area;

The magnitude of the conditions resulting from this wildfire has exceeded normal services, personnel, equipment, and facilities of the regularly constituted branches and departments of City government; and

NOW THEREFORE, I hereby declare the existence of a local emergency and direct the Emergency Operations Organization (EOO) to take such steps that are necessary for the protection of life and property in the affected area.

IT IS FURTHER ORDERED AND PROCLAIMED that during the existence of said local emergency the powers, functions, and duties of the emergency organization of the City shall be those prescribed by state law, by ordinances, and resolutions of the City; and

I FURTHER DIRECT that all City Departments impacted by the fire assess any damage and collect cost estimates for the purpose of seeking State and Federal disaster assistance.

I THEREFORE DIRECT that the Declaration of Local Emergency shall take effect immediately and that widespread publicity and notice shall be given said Declaration through the most feasible and adequate means of disseminating such notice throughout the City.

Attachment-C
(Continued)

IT IS FURTHER PROCLAIMED AND ORDERED, that a copy of this proclamation be forwarded to the Los Angeles County Office of Emergency Management to be forwarded to the Director of California Governor's Office of Emergency Services requesting that the Director find it acceptable in accordance with State law; that the Governor of California, pursuant to the Emergency Services Act, issue a proclamation declaring an emergency in Los Angeles County; that the Governor waive regulations that may hinder response and recovery efforts; that recovery assistance be made available under the California Disaster Assistance Act; and that the State expedite access to State and Federal resources and any other appropriate federal disaster relief programs.

Dated at Los Angeles, California
September 2, 2017
Time: 3:00 PM

Signed
ERIC GARCETTI
Mayor

SAMPLE

ATTACHMENT – D

**REGULATION AND DIRECTIVE ORDERING CURFEW AND OTHER SPECIFIED
RESTRICTIONS EXISTENCE OF A LOCAL EMERGENCY**

WHEREAS, a Local Emergency now exists within the City of Los Angeles, and the existence of the same has been duly declared and published;

NOW, THEREFORE, by virtue of the authority vested in me as Mayor of the City of Los Angeles pursuant to the provisions of the Los Angeles Administrative Code, Chapter 3, Section 8.29, to promulgate issue and enforce rules, regulations and directives, I hereby declare the following orders to be necessary for the protection of life and property in the City:

1. No person shall be upon any public street, avenue, boulevard, place, alley, park or other public place or unimproved private realty anywhere within the City boundaries between sunset and sunrise of the following day;
2. The City of Los Angeles shall immediately activate its Cold/Wet Weather Sheltering Program to provide shelter for citizens who have no other place to go between sunset and sunrise of the following day;
3. No person shall sell or dispense any gasoline or other flammable liquids except for normal filling of motor vehicle fuel tanks within the City boundaries; and
4. No person shall sell or transfer possession of any ammunition of any type within the City boundaries. These restrictions shall not apply to peace officers, fire- fighters, public safety personnel, the National Guard or other military personnel.

Any violation of these regulations shall be punished as provided by the Los Angeles Administrative Code, Chapter 3, Sections 8.77 and 8.78.

Mayor

Dated at Los Angeles, California
Time: _____
Filed with the City Clerk
Date: _____
Time: _____
By: _____

ATTACHMENT - E

EXCESSIVE PRICE INCREASE ORDINANCE

Note: Section 47.12 LA Municipal Code (September 1992)

© Excessive Price Increase Prohibited. "Upon proclamation of public emergency involving or threatening the lives, property or welfare of the citizens, pursuant to Section 8.27 of the Los Angeles Administrative Code or for which a local disaster or emergency is declared by the President of the or Governor of California and for a period of thirty days from the date such declaration is terminated, it shall be unlawful for any person, contractor, business or other entity to sell or offer to sell any consumer food items, repair or reconstruction services, emergency or medical supplies or gasoline for an amount which exceeds ten percent of the price charged by such person, contractor, business or other entity for said goods or services immediately prior to the proclamation of emergency,...." Violation of this section is a misdemeanor.

ATTACHMENT - F

COUNCIL DISTRICT SAFETY ASSESSMENT

(Fill-in below as appropriate)

In the event of a major disaster, council district staff may use this form to perform rapid damage assessments of their perspective District. The council district may then contact the appropriate authorities to report or check the status of any identified damages.

Disaster/Emergency Name: _____

[Date] From: _____ **To:** _____

Hazard: _____

Potential Magnitude (Percentage of the District that can be or is affected):

- Catastrophic:** More than 50%
- Critical:** 25 to 50%
- Limited:** 10 to 25%
- Negligible:** Less than 10%

Affected Area(s) _____

Damages:

- | | | |
|--|---|---|
| <input type="checkbox"/> Private Infrastructure Damage | Infrastructure Type: _____ | |
| <input type="checkbox"/> Public Infrastructure Damage | Infrastructure Type: _____ | |
| <input type="checkbox"/> Downed Trees | <input type="checkbox"/> Running Water | <input type="checkbox"/> Out of Session Schools |
| <input type="checkbox"/> Downed Power Lines | <input type="checkbox"/> Smell/Hear Gas | <input type="checkbox"/> Vacant Businesses |
| <input type="checkbox"/> No Electricity | <input type="checkbox"/> Fire | <input type="checkbox"/> Vacant Homes |
| <input type="checkbox"/> No Phone Reception | <input type="checkbox"/> Smoke | <input type="checkbox"/> Blocked Driveways |
| <input type="checkbox"/> No Public Transit | <input type="checkbox"/> Broken Sidewalks | <input type="checkbox"/> Other |

Notes _____

Assess Critical Facilities:

- Schools _____

- Hospitals _____

- Nursing Homes _____

- Fire Station _____

- Police Station _____

- Government Buildings _____

- Bridges/Freeways _____

- Other _____

Council District Comments/Recommendations: _____

Reported By: _____

Date/Time: _____

Follow-Up Agency

CLA Police Fire Animal Services Public Works Other _____

Recommendations/Comments _____

ATTACHMENT - G

EMERGENCY TELEPHONE USE & ADDITIONAL USEFUL NUMBERS

After a major incident, there is a natural tendency to use the telephone to determine the status of friends and loved ones. Unfortunately, circuits may become overloaded, resulting in long delays in getting a dial tone.

Pay telephones will often continue to have a dial tone even if the City Centrex telephones are not functioning. **PAY TELEPHONES DO NOT REQUIRE COINS TO DIAL 911.** Coins will likely be necessary for non-911 calls as access to telephone credit card computers may be interrupted.

If the City Centrex telephone system must be used immediately following a disaster and there is no dial tone, **DO NOT HANG UP.** Wait 60 to 90 seconds or more and a dial tone will resume. Once a dial tone is established, normal calls can be completed.

Staff should keep a current copy of the confidential City Council Office Staff Telephone List folded and inserted at the back of this guide at all times. Selected staff with emergency operations responsibilities will be issued telephone purse/wallet cards for the EOB and key EMD staff.

3-1-1 is a citywide, toll free number that provides immediate access to information and City non-emergency services. Calls are answered, everyday 8:00 am to 4:45 pm.

Central City Area	213-485-2121
Harbor Area	310-548-7721
West LA	310-575-8321
Valley	818-756-8121

CITY COUNCIL OFFICE STAFF EMERGENCY INFORMATION CONTACTS

Each City Council Office should establish an emergency information and message telephone number for staff to call. In the event of an emergency requiring staff to receive special instructions (e.g., report to work at an alternate location, do not report to work, etc.), the recorded message can be updated accordingly. Fill in your Council Office Staff Emergency Information/Message Number and/or social media site address below:

() _____ - _____

Social Media Site Address: _____

Please keep this information CONFIDENTIAL

ATTACHMENT - G

(Continued)

Additional Useful Numbers

City Hall Operator (<i>Available from 8:00 am to 4:45 pm daily</i>).....	311
Outside the greater Los Angeles area	213-473-3231
City of Los Angeles Emergency Information Helpline.....	800-439-2909
County EOC*(main).....	323-980-2260
EOC Director (EMD)*	213-484-4839
EOC Liaison Agency Representative CLA*	213-576-6462
EMD (Temple Office).....	213-484-4800
General Manager (Temple Office)	213-484-4821
Assistant General Manager (Temple Office).....	213-484-4822
Metro Fire Communications (24-hour communications).....	213-576-8900
LAPD Media Relations & Community Affairs- Public Communications Section.....	213-486-5930
LAPD (Non-Emergency).....	877-ASK-LAPD
LAPD Real Time Analysis and Critical Response Division.....	213-484-6710

* *Answered only if facility is activated.*

Attachment-H

<h3>Sample Family Emergency Communication Plan</h3>

Your Personal Information

Name: _____
Home #: _____
Address: _____
Cell #: _____

Family Emergency Contact

Name: _____
Phone #: _____
Email: _____
Social Media Account: _____

Alternate Emergency Contact

Name: _____
Phone #: _____
Email: _____
Social Media Account: _____

Child's School / Day Care

Name: _____
Phone #: _____
Website: _____
Emergency Plan/Pick-Up: _____

Parent / Dependent

Name: _____
Phone Number #: _____
Email: _____
Social Media Account: _____

Out-of-State Contact:

Name: _____
Phone Number #: _____
Email: _____

Attachment-H
(Continued)

Doctor

Name: _____

Phone Number: _____

Emergency Meeting Places

Indoor: _____

Instructions: _____

Neighborhood: _____

Instructions: _____

Out-of-Neighborhood: _____

Address: _____

Instructions: _____

Out-of Town: _____

Address: _____

Instructions: _____

**Be sure to update this contact list periodically. Make additional copies as needed.*

Attachment- I

Basic Emergency Supplies Checklist

- Water (one gallon of water per person per day for at least two weeks, for drinking & sanitation)
- Food (at least a 2-week supply of non-perishable food)
- Battery
- Flashlight
- First aid kit
- Whistle to signal for help
- Dust mask to help filter contained air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags, and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Local Maps
- Prescription medications and glasses
- Pet food and extra water for your pet
- Pet identification tags
- Cash or traveler's checks and change
- Fire Extinguisher
- Extra clothing (consider weather conditions)
- Pocket Knife
- Chlorine bleach and an eye dropper (to disinfect or treat water)
- Copies of important documents (insurance cards, policies, birth certificates, bank information. Also, consider saving a copy in a USB)
- Cell phone chargers
 - o Power Bank for cell phone(s)
- Family Communication Plan
- Important Documents (copies or on flash drives)

Remember, if you can stay in your home you may need to do so without any utilities. If you have to evacuate have your Go-Bag ready! These are two different scenarios. Be ready for both!